

July 22, 2015

How will I know where to go at the Embassy?

Q: I have an appointment to renew my nonimmigrant visa next month. The last time I applied for a visa it was at the old building, so I have never visited the Old Hope Road location. How will I know if I am in the right line?

A: If you last visited us on Oxford Road, we think you will be very impressed by our current facilities! Our applicant lines are clearly marked, the outside waiting areas are shaded from the sun, and most applicants are in and out of our building much more quickly than in the past. When you arrive at the Embassy our greeters and guard force will be clearly visible and will direct you where to go based on the service you are seeking. All of our staff are clearly identified by uniform and Embassy identification, and will never solicit a fee for their services.

Please note that the appointment time you have been given is the time we have scheduled you to enter the Embassy, not the time you need to be at the interview window. You do not need to arrive more than 15 minutes before your scheduled appointment time, and in fact the process will work much more smoothly if you do not arrive too early. We schedule appointment times so that the process moves smoothly for all and in order to avoid congestion. When applicants arrive early a large crowd can build up, which creates traffic challenges and encourages unscrupulous operators to approach applicants with dubious offers of assistance.

We do have security screening for all visitors, so please do check our website for prohibited items which you will not be allowed to bring in to the building. We hope that your visit to the Embassy goes smoothly, and appreciate any feedback on our service.

You can find more information about how to travel to the U.S. on our website, www.kingston.usembassy.gov and the website of our authorized service provider at www.usvisa-info.com. Keep on top of Embassy news on our Facebook page, www.facebook.com/pages/US-Embassy-Jamaica and by following @USEmbassyJA on Twitter. We also answer general visa questions on our Facebook and Twitter pages.